

Aya Sanad

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Dynamic and results-oriented Learning and Development Manager with a proven track record of spearheading innovative strategies and initiatives to enhance employee development and organizational growth. Proficient in leveraging diverse learning methodologies and advanced technology to optimize training effectiveness and foster continuous improvement. Skilled in project management, budget optimization, and building strong collaborative relationships to drive successful learning outcomes and achieve measurable results.

EXPERIENCE

JW Marriott Hotel – Cairo, Egypt

LEARNING AND DEVELOPMENT SUPERVISOR

2022–PRESENT

- Spearheaded the development and implementation of innovative learning strategies and initiatives tailored to meet both individual and organizational development needs.
- Orchestrated the deployment of diverse learning methodologies across the organization, including coaching, job-shadowing, and online-training, resulting in enhanced employee engagement and skill acquisition.
- Crafted and delivered comprehensive e-learning courses, workshops, and training programs, ensuring alignment with organizational objectives and fostering continuous growth.
- Evaluated the effectiveness of development plans, facilitating employees' utilization of learning opportunities to maximize professional development and performance.
- Guided managers in nurturing their team members' growth through strategic career-pathing initiatives, fostering a culture of learning and advancement.
- Over saw budget allocation and negotiated contracts with vendors, optimizing resource utilization and ensuring cost-effective training solutions.
- Applied strong project management skills and budgeting acumen to efficiently execute training programs and initiatives.
- Conceptualized and executed engaging employee events aimed at fostering a positive organizational culture and enhancing team morale, resulting in a tangible boost in employee satisfaction and retention rates.
- Facilitated comprehensive orientations for newly hired associates, acquainting them with Marriott standards and operational procedures, ensuring seamless integration into the workplace culture.
- Established strategic partnerships with universities and academic institutions, expanding talent acquisition and enhancing the organization's reputation as an employer of choice within the academic community.
- Leveraged exceptional communication and negotiation skills to build strong relationships with employees and vendors, driving successful learning outcomes.
- Achieved a significant 25% increase in employee engagement and productivity through the implementation of tailored learning strategies and programs, effectively addressing individual and organizational development needs.
- Attained a remarkable milestone by ensuring the completion of all mandatory employee training programs by 100% prior to the conclusion of the 2023 Marriott evaluations, demonstrating a steadfast commitment to fostering a well-trained and compliant workforce.

AIR CAIRO - CAIRO, EGYPT

Cabin Crew

2017–2021

- Received multiple commendations for outstanding customer service, contributing to enhanced satisfaction and positive brand perception.
- Successfully handled challenging situations with irate or distressed passengers, de-escalating conflicts and maintaining a calm and professional demeanor.
- Acedias mentor to new cabin crew members, providing guidance and support during their training period, leading to smooth integration into the team.
- Consistently exceeded performance targets for on board sales, contributing to increased revenue generation for the Air Cairo airline.
- Participated in specialized training programs or workshops to enhance skills in areas such as medical assistance, conflict resolution, or cultural sensitivity.
- Received recognition from superiors for consistently maintaining high standards of safety and professionalism in all aspects of cabin crew duties.
- Collaborated effectively with other crew members and departments to ensure seamless coordination of services and timely resolution of issues.
- Implemented innovative strategies to improve on board service efficiency, resulting in reduced turn-around times and increased customer satisfaction ratings.

GLORY AMERICAN LANGUAGE SCHOOLS - CAIRO, EGYPT

Math Teacher

2015–2016

- Developed and implemented innovative teaching methods to enhance student engagement and comprehension of mathematical concepts.
- Achieved consistently high student performance on standardized tests, surpassing district or national averages, through effective instruction and personalized support.
- Mentored and coached fellow teachers in integrating technology into math instruction, fostering a culture of continuous learning and professional development.
- Established positive relationships with students, parents, and colleagues, facilitating open communication and collaboration to support student success.
- Designed individualized learning plans for students with diverse needs, ensuring equitable access to math education and fostering inclusivity in the classroom.
- Implemented data-driven instructional strategies to assess student progress and adjust teaching methods, resulting in improved learning outcomes for all students.
- Actively participated in curriculum development committees, contributing insights and expertise to improve math curricula at the school or district level, fostering educational excellence and alignment with learning standards.

SKILLS

Technical-Skills: Learning Management Systems (LMS), MS Office (Excel, Word, PowerPoint), Project Management, Budgeting, Curriculum Development, Instructional Design, Training Needs Analysis, Content Creation and Delivery, Evaluation and Assessment Methods, Adult Learning Principles, Blended Learning Approaches, Performance

Management Systems, Data Analysis and Reporting, Online Learning Platforms, Compliance Training, Learning Analytics, Vendor Management, Change Management.

Soft Skills: Communication (Verbal and Written), Negotiation, Leadership, Teamwork, Mentoring, Coaching, Relationship Building, Problem Solving, Adaptability, Customer Service, Strategic Thinking, Decision Making, Collaboration, Empathy, Time Management, Conflict Resolution, Creativity, Analytical Thinking, Attention to Detail, Cultural Sensitivity, Emotional Intelligence, Influence and Persuasion, Resilience.

Certificates

- Certified Train The Trainer by Marriott International.
- Train The Trainer Certification of Embark Leadership Program.
- Marriott Interview Certification.
- Recognition of being the Associate of the quarter Certificate

EDUCATION

MANSOURA UNIVERSITY-FACULTY OF COMMERCE

2015

Bachelor of Commerce Arabic Section-Department of Accounting

MANSOURA, EGYPT

ADDITIONAL

- **Languages** : Arabic, Mother Tongue / English, Fluent / German, Good.
- **Certifications** : HR Interviewer/ Embark Leadership / (ISPT) Global Information Security & Protection Train the Trainer / Harassment Prevention / Global Privacy / Gender Equality. Marriott L&D Orientation / Marriott Communications Skills / First Aid / Civil Defense.
- **Others** : Egyptian / Born in 1993.